

**Minutes
California 9-1-1 Advisory Board
707 3rd Street
West Sacramento, CA 95605
December 8, 2005**

Members Present

Ed Bonner, Placer County Sheriff's Department
Peter Bryan, Rancho Cucamonga Fire Protection District
Reggie Chappelle, California Highway Patrol/Sal R. Segura, California Highway Patrol
Richard J. Doscher, Yuba City Police Department
Chris R. Hinshaw, San Diego County Sheriff's Department
Lisa J. Hoffmann, Contra Costa County Sheriff's Department
Sam L. Spiegel, Folsom Police Department
Lesli J. Wilson, Orange County Fire Authority
Chip W. Yarborough, Mountain View Police Department
Daphne Rhoe, California 9-1-1 Emergency Communications Office, DGS

Members Absent –

Mark Pazin, Merced County Sheriff's Department
(Note: Sheriff Pazin was absent due to another California State Sheriff's Association appointment with the Administrative Office of the Courts and court security.)

Others Present

Carolyn Brown, DGS, 9-1-1 Office
Dana Earl, DGS, 9-1-1 Office
William Harry, DGS, 9-1-1 Office
Barry Hemphill, DGS, Telecommunications Division
Frank Leaden, Verizon 9-1-1 Program Office
Donna Pena, DGS, 9-1-1 Office

Paul Stein, County of Stanislaus – Conference Call

- 1) **Call to Order** – A quorum was present; Ms. Rhoe opened the meeting, which convened at 9:01 a.m.
- 2) **Welcome & Opening Remarks** – Ms. Rhoe welcomed members and guests.
- 3) **Agenda Change** – Ms. Rhoe proposed a correction regarding the meeting location appearing on the December 8th agenda. The December 8th meeting was held in the DGS Executive Board Room, not the Executive Dining Room.

Designees - Ms. Rhoe made clear that any designees could attend the meeting on behalf of a Board member; however, in accordance with current statute, designees or alternates have no voting rights. Chief Spiegel asked if an agency could designate a voting member to represent an absent member. Ms. Rhoe indicated that she would need to consult legal counsel for a response. In addition, legal counsel will be consulted with regard to replacing an appointee who can no longer serve due to a work reassignment.

Letterhead – One small change was made on the CA 9-1-1 Advisory Board letterhead. The letterhead was subsequently approved as the official letterhead to be used when preparing Board correspondence.

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- 4) **Minutes of October 19 Special Meeting** – There was not a quorum present at the October 19th meeting, therefore the minutes from the September 22nd meeting and October 19th meeting minutes were approved at this time. Mr. Hinshaw moved to approve the minutes from September 22. The motion was passed unanimously. Mr. Yarborough moved to approve the minutes from October 19 with an amendment by Chief Bryan to include a correction to the By-Laws in Item III, Section 8 that adds language directing the standing committee to develop an appeals procedure. The motion was passed unanimously.
- 5) **Unfinished Business and General Order**
- a. **Review and adopt changes to By-Laws** – There was discussion on the By-Laws in regards to which member of the Board will serve the shorter or longer term. Clarification will be needed. Ms. Rhoe will consult legal counsel and come back to the Board with clarification. By-laws were passed as corrected. Ms. Rhoe is to get clarification on voting delegation from the DGS Legal office.
 - b. **Review/discuss documentation regarding Broadmoor Police Department and recommend course of action to the California 9-1-1 Emergency Communications Office** – All Board members reviewed Broadmoor documentation. After some discussion, the decision was made to accept Broadmoor as being grandfathered as a PSAP. The Board will prepare a formal written recommendation to the State Telecommunications Division. Mr. Chip Yarborough will prepare the letter and address it to Barry Hemphill, DGS Telecommunications State of California.
- 6) **State 9-1-1 Office Presentation Overview of Role, Functions and Major Projects** – Ms. Rhoe introduced members of the California 9-1-1 Office that would be making the presentations. Ms. Carolyn Brown gave an overview on 9-1-1 Office Funding; Mr. Bill Harry gave a presentation on the Wireless E9-1-1 Plan; and, finally, Ms. Donna Pena briefed the Board on the Next Generation E9-1-1 Network (NGEN). Handouts of the PowerPoint presentation were distributed to all Board Members and are available at the 9-1-1 Office website. The 9-1-1 Office answered questions regarding the presentation material.
- 7) **New Business – Foreign Language Interpretation Concerns** – Ms. Lisa Hoffmann inquired about the 9-1-1 foreign language interpretation contract, currently held by Network Omni, and what mechanism exists for addressing complaints regarding service. Ms. Lesli Wilson commented that she had received several complaints from an agency regarding the quality of Spanish language translation. Ms. Carolyn Brown indicated that performance criteria for foreign language translation are detailed in the contract and that overall performance is based on an average of call handling, not on individual calls. Concerns or complaints regarding contract performance should be brought to the attention of Ms. Carolyn Brown in the 9-1-1 Office.

Ms. Hoffmann suggested there could be better communication between the 9-1-1 Office and the PSAP community. Chief Spiegel suggested an annual update by way of a letter addressed to the agency head and public safety answering point (PSAP) manager. It

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was offered that perhaps the communication could be facilitated through the County Coordinators because of limited resources.

Ms. Hoffmann suggested that if provided the online tools, PSAPs could update their contact information by visiting the 9-1-1 Office website. Ms. Wilson added that an online complaint process would be helpful as well. Ms. Rhoe indicated that the 9-1-1 Office will look into the feasibility of each of these suggestions.

Chief Spiegel proposed that the Board review background on all those PSAPs that are not 24x7 and do not receive 300+ calls per month. Ms. Wilson commented that she didn't feel this was necessary at this time and that the work to compile such a report would take the 9-1-1 Office away from more pressing work.

Ms. Wilson asked for a status of the October 18, 2005, outage in Verizon territory that interrupted 9-1-1 and other communication services that affected much of Los Angeles and Orange Counties. Ms. Rhoe responded that the State continues to work with Verizon on obtaining a more detailed root cause analysis, as well as developing an emergency communications plan and disaster recovery plan in collaboration with the PSAP community. The Board requested a copy of the response from Verizon Corporate to the State Telecommunications Division request for detailed responses to specific questions related to the outage. The Board requested that Verizon and SBC be on the agenda for the next meeting to provide an overview of their respective 9-1-1 network and data base services.

- 8) **Announcements** – Mr. Hinshaw announced that the CalNena Conference would take place January 23-25, 2006 in Garden Grove. Members were encouraged to forward information to staff. There will be free training, networking opportunities and information to take back to their organizations. The cost is \$195.00.

Ms. Rhoe stated that the State Wireless Enhanced 9-1-1 Project Team, along with team members from local government, would be presented the "Excellence in Project Collaboration" award as part of the Government Technology 2005 Best in California.

- 9) **Public Comments** – Frank Leaden, representing Verizon, commented on the outages that occurred on October 18, 2005. He mentioned that 21 central offices were affected by routing mechanism (private and public). The failure occurred at 2:23 a.m. and was rectified at 1:30 p.m. The piece of equipment that failed was sent back to the manufacturer for analysis. Mr. Leaden said that there would be a committee set-up in the future. The committee will consist of Verizon, PSAPs and State 9-1-1 Office representatives. More information will be forthcoming when the Committee is formed.
- 10) **Next Meeting Date and Time** – The next regular Board meeting tentatively is scheduled for March 9, 2006 from 9 a.m. – 12:00 p.m. in Sacramento at the Ziggurat building, Executive Dining Room. The meeting address and date will be confirmed and the members notified.

Adjournment - The meeting was adjourned at 12:17 p.m.